From: Angelo Campanella
To: Microsoft ATR
Date: 1/7/02 7:43pm
Subject: Microsoft Posture in the software reatik market.

I use software as a means to an end; engineering consulting.

I used DOS (pre Windows) most successfully from 1985 to 1995, because it offered the widest choice of software to do a wide variety of important engineering support services.

These days, the widest variety of useful software (for engineering) is written for Windows. I don't mind this directly, but indirectly it is a HUGE nuisance because, unlike DOS, Windows is huge, taking up astronomical amounts of memory, and often very much slower for relatively the same tasks. The slowness truly comes from huge embellishments that few of us ever asked for such as multi-color, imagery (pictures and artwork not related to my work product), security, conversion of other software, etc.

The Internet has made this scene even more complicated.

Microsoft, instead of continuing the philosophy of DOS (of being compatible and simple to use, has made extremely complex enhancements), and at the same time made it difficult to use other software items.

Microsoft, instead of making compatibility its theme, has instead promulgated exclusivity. To me this act is tantamount to causing a monopoly. If there were wide choices in the marketplace, Microsoft's attempts at such exclusivity (like pushing their "Explorer" in our face at every turn) would be avoided by we users, by simply not using Microsoft products.

But we cannot do that because of the breadth of the use of Windows systems. It borders on being a public utility. I can communicate with colleagues around he world, and exchange Windows documents easily. I know that that last statement flies in the face of my Microsoft Truculence theme, but in reality, both are true, and I should want also both of them to be right; not one right (worldwide commonality) and one wrong (domestic exclusivity and failure to enhance ease-of-use).

One thing that Microsoft MUST be FORCED to do is to offer on-the-telephone assistance to any and all of we software users 24 hours a day and seven days a week including holidays for a period of not less than FIVE years. Never mind trying to squeeze money out of Microsoft. Just get them to operate a large multiplicity of 800-lines "free" (in lieu of your settlement dollars) so that they really help us as a public service while they also "feel our pain" in using their software. This will be turn out to be a win-win situation, in my opinion.

This service is easy for your agents to police since any one of them and of their family members can call anytime during the year period to poll the ongoing utility proffered.

Angelo Campanella

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